

CONSUMER GRIEVANCE REDRESSAL FORUM

ELECTRICAL CIRCLE, ROURKELA

Plot No. UU/9, Civil Township, Rourkela-769004

Phone: (0661) 2952614, E-mail: grf.rourkela@tpwesternodisha.com

Present:

Sri Achyutananda Meher ... President
Sri Pulakesh Dasbhaya ... Member (Finance)
Sri Girish Chandra Mohapatra ... Co-opted Member

1	Case No.	RKL/ 419 /2024			
2	Complainant	Name & Address:		Consumer No:	
		P. C. Pradhan		8141-2312-0090	
		Qr. No.ECR-160, Phase-I, At/PO- Chhend, Rourkela, Dist- Sundargarh.		Contact No.: 9861004603	
3	Respondent	Name		Division	
		SDO-I, RSED, TPWODL, Rourkela.		RSED, TPWODL, Rourkela.	
4	Date of Application	22.07.2024			
5	In the matter of-	1. Agreement / Termination		2. Billing Disputes	√
		3. Classification / Reclassification of Consumers		4. Contract Demand / Connected Load	
		5. Disconnection / Reconnection of Supply		6. Installation of Equipment & apparatus of Consumer	
		7. Interruptions		8. Metering	
		9. New Connection		10. Quality of Supply & GSOP	
		11. Security Deposit / Interest		12. Shifting of Service Connection & equipments	
		13. Transfer of Consumer Ownership		14. Voltage Fluctuations	
		15. Others (Specify) -			
6	Section(s) of Electricity Act, 2003 involved	42(5)			
7	OERC Regulation(s):	Clauses			
	1	OERC Distribution (Licensee's Standard of Performance) Regulations,2004			
	2	OERC Conduct of Business) Regulations,2004			
	3	Odisha Grid Code (OGC) Regulation,2006			
	4	OERC (Terms and Conditions for Determination of Tariff) Regulations,2004			
	5	Others-OERC Distribution (Conditions of Supply) code, 2019			
8	Date(s) of Hearing	29.07.2024			
9	Date of Order	27.08.2024			
10	Order in favour of	Complainant	√	Respondent	Others
11	Details of Compensation awarded, if any.	Nil			
12	Appeared for the Complainant:		Appeared for the Respondent:		
	Sri P. C. Pradhan		1. Sri Ashok Panda, Acct. 2. Sri Jay Krushna Sahoo. OAG-II		

ORDER

Brief Facts of the Case

The present case has been registered in this forum vide Case No. 419 of 2024. The Complainant is a LT-Domestic consumer having consumer number 8141-2312-0090 with connected load of 02 KW.

That the Complainant has raised objection for the high consumption bills generated during in Apr'24 and May'24. He requested for revision of bills and mentions about verbal complaint being made to the respondent earlier.

Gist of Arguments made by the Parties

Both parties were present in the hearing. The contentions made by the parties are as follows:

1. Submission of the Complainant:

- The complainant submitted that high consumption bills have been generated for Apr'24 and May'24 for 873 units and 1359 units respectively.
- He further submitted that he had made verbal complain to the respondent about the erroneous bill.
- He also requested the Forum to revise the bills.

2. Reply Submission of the Respondent:

- The respondent produced the billing abstract from Apr'2020 to Jun'2024 and two PVRs on dt.24.07.2024 and dt.29.07.2024. The reading of Meter TWST1750223 as on dt.29.07.2024 is 472 Kwh which was installed on dt.19.06.2024.
- The previous meter bearing number WCV1422 was correct as tested on dt.31.05.2024 and the accuracy found within permissible limit of 0.79%.
- The respondent also found connected load of 4.118 Kw against sanctioned load of 2 Kw.
- However, the respondent requested the Forum to take appropriate decision as necessary.

Findings of the Forum

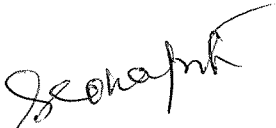
Written/verbal Submissions were made by both parties and arguments were heard at length. This Forum, after hearing the parties and going through the relevant documents and provisions of law have concluded as follows:

- That the complainant has been billed on actual meter readings for Apr'24 and May'24 for 873 units and 1359 units respectively.
- As the previous meter bearing number WCV1422 was correct. This meter tested on dt.31.05.2024 and the accuracy found within permissible limit of 0.79%.
- Therefore, it is decided by the Forum to drop the case.

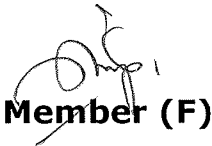
Directions of the forum

As the bills have already been done on actual basis of an accurate meter, there is nothing to revise and the case is closed herewith.

"If the complainant is aggrieved with this order or non-implementation of the order of the Grievance Redressal Forum in time, he/she can make the representation to the Ombudsman-II, Qrs. No. 3R-2(S), GRIDCO Colony, P.O: Bhoinagar, Bhubaneswar-751022 within 30 days from the date of order of the Grievances Redressal Forums".



Co-Opted Member



Member (F)



President

No. GRF/RKL/ 543⁽⁴⁾

Date: 30/08/2024

Certified Copy to:

- 1) The Superintending Engineer, Electrical Circle, TPWODL, Rourkela.
- 2) The Chief Legal, TPWODL, Burla.

